

**QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 2nd / 2012

	MONTH: <u>APR</u>	<u>MAY</u>	<u>JUN</u>
Number of Customer Access Lines	<u>59</u>	<u>59</u>	<u>52</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0/0%</u>	<u>0/0%</u>	<u>1/02%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>49</u>	<u>49</u>	<u>43</u>

Comments / Explanations: \_\_\_\_\_  
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2012 Qtr 2 Cert.# L-0194

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